

# Summit County Library System Technology Plan 2006-2008

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## I. Mission Statement

*Mission Statement: The Summit County Library System is committed to providing the best in library service to meet the informational, educational, and recreational needs of our diverse communities.*

## II. Introduction

**Summit County Library System embraces its role as information provider for the Summit County Communities. The system serves a resident population of 33,000. Four branches currently operate within the Summit County Library System: Main Branch, Kamas Branch, Coalville Branch and Bookmobile Branch libraries.**

**This plan addresses the mission in terms of acquiring, organizing and disseminating electronic resources and technology. Our patrons' needs are becoming more sophisticated and their expectations will continue to rise. These needs and expectations will translate into demands for more timely information and a wider diversity of formats. Libraries have always provided access to information and the collection is made up of links to information as well as items on shelves.**

**Integrating technology into traditional library service requires that all levels of staff be properly trained to assist customers at the point of need. Training programs in all types of electronic tools and resources are critical in maintaining an informed and competent library staff.**

**The Internet and other tools that electronically access data across diverse computer platforms provide new opportunities for cooperation across the street and around the world.**

### III. Needs Assessment (Existing Technology, Services and Support Team)

CURRENT EQUIPMENT INVENTORY		
CATEGORY	QUANTITY	BRANCH
Public Internet Computer with Microsoft Word and Office	13	Main
	6	Kamas
	3	Coalville
Online Public Access Catalog Computers	4	Main
	1	Coalville
	1	Kamas
Public Printer	1	Main
Public/Staff Printers	1	Coalville
	2	Kamas
Staff Printers	6	Main
Circulation Printers	4	Main
	2	Kamas
	1	Coalville
	1	Bookmobile
Staff Computers	12	Main
	2	Kamas
	1	Coalville
	1	Bookmobile
LCD Projector	1	Main
Smart Board	1	Main
Cell phone	2	Main/Bookmobile
Satellite	1	Bookmobile
Servers	2	Main/Courthouse
Computer Lab Laptops	10	Main

Currently, we have a fully integrated library system through TLC. We also have a PC reservation and print management system through Envisionware/TLC.

We are fortunate to have an Information Technology Department in Summit County that offers excellent support staff to assist with installation of all hardware, software, Internet connections, networking, and repair and maintenance of all equipment.

**TECHNOLOGY PLANNING TEAM:** consists of Ron Boyer, Information Technology Department; Diana Skousen, Library Director; Linda Schmida, Youth Services Librarian; Pat Darcey, Technical Services Librarian; Michelle Kofford-Thomas, Administrative Assistant; Roma Jenkins, Library Clerk; Donna Davis, Branch Librarian; Yvonne Judd, Branch Librarian; JoDe Miles, Library Board.

## IV. Goals and Timeline

### A. Goals for technology services for staff and the public.

- 1. Develop and implement through continuous evaluation, the library's program of electronic resources to provide up-to-date materials and information to people of all ages for their enjoyment and information.*
- 2. To provide expanded resources and training for library staff.*

### B. Timeline

- 2006-2008---Monitor and update Web site content. Pages may include: information about the library such as hours, location, library card requirements, loan periods, calendar of library events, volunteer opportunities, special services and links to informational sites.
- 2006-2008---Patrons will have access to the following: the library's catalog, the Internet, word processing, and office suite software.
- 2006-2008---Apply for e-rate discounts.
- 2006-2008---Evaluate the number of public access terminals and add as needed and as space is available.
- 2006---Either through grants, donations or annual budget obtain the following items:
  1. Additional technical services area with computer set-up and a PT technical services staff position
  2. Equipment scheduled for or in need of replacement
  3. Digital cameras for Coalville, Kamas, and Bookmobile
  4. Online program registration system
  5. NoveList
  6. AquaBrowser
- 2006---Continue to investigate a security system for the libraries, especially Main Branch.
- 2006---Continue to investigate self check-out possibilities.
- 2006---Install wireless service at Kamas Branch.
- 2006-2008---Continue to develop and offer training classes for the public on Internet skills, computer software programs and more advanced search techniques.
- 2006-2008---Continue to offer reference services to the public via e-mail directed from the library's website.
- 2006-2008---Update the technology plan and keep a record of completed objectives annually.
- 2006-2008---Update the replacement schedule for PCs and other equipment annually.

- **2006-2008---Monitor on-line ordering options to look for best prices and improvements.**
- **2006-2008---Investigate possible on-line subscriptions.**

## V. Training for Staff and Community

**The library recognizes the need to have an informed and capable staff and encourages participation in training programs offered by ULA, the State Library and local resources. Ongoing training is needed regarding TLC for all library staff. The library will also offer training programs for the community at large as needs or demands arise, and as staffing is available for such.**

## VI. Evaluation

**As with all components of library service, ongoing evaluation of technology and services from patrons is vital. Patron satisfaction and needs are monitored continuously through direct dialogue and surveys. New technologies and upgrades accomplish little if the user interface is awkward or cumbersome. The benefits and deficiencies of any new technology, program, or device is constantly weighed and evaluated by library personnel, the Information Technology Department and public request.**

**Usage statistics will be an integral part of the library evaluation process and will be used to evaluate Internet use, the library's web page, as well as all aspects of technology.**

## VII. Budget

**Summit County Library has agreed to pay for software support and upgrades in the annual budget. The Information Technology Department's annual budget covers technical support, network administration, and installation of hardware and software. Replacement of hardware will be covered in an expenditure line within the library's annual budget. Grants will be applied for in the event of major changes or additions. The Kamas Branch and the Main Branch are both housed in county multi-service buildings sharing the facilities with the County Health Department and Department of Motor Vehicles – County Treasurer. Summit County has installed T-1 lines at both locations and because it is a shared line with other county departments the cost for this line is paid for by the county Information Technology Department. Main Branch patron access computers are served by a separate T-1 line funded through the library budget. Currently, the Coalville Branch is served by a DSL connection. The Bookmobile Branch is served through a wireless modem**

**connection, which is included in the library's budget. Public access wireless service is available in both the Main and Coalville Branches and will soon be available in the Kamas Branch.**

**Approved by the Summit County Library Board November 17, 2005.**